

**AURORA ENERGY ONLINE COLLECTION STATEMENT
EFFECTIVE 21 JUNE 2019**

At Aurora Energy, we value your privacy.

Aurora Energy collects, uses and discloses your personal information (including metering data and information which may be sensitive information) to provide products, services and information to our customers, for our business operations and to comply with the law. We may also use your personal information to contact you with information about new offers and services. If you do not wish to receive this information you can opt out of this service.

If you choose not to provide your personal information to us, we may not be able to provide you with the services or information you require.

We may disclose your personal information to our related bodies corporate, agents, contractors and service providers, including Metering Dynamics (Metering Coordinator), Chandler Technologies (Mail house), Premier (Telecommunications) and Oracle (Customer Management) and, where relevant, your energy Distributor and other energy retailers. We do this where required for our business operations, authorised by law or where you have provided consent. Some of these entities may be located overseas.

Our privacy policy also contains more detailed information about how we usually collect, use and disclose your personal information, how you can ask for access to it or seek correction of it, how you can make a complaint and how we will deal with such a complaint.

It is also important to note that we may disclose your personal information to a credit reporting body in certain circumstances. Our website contains our "Credit Reporting Privacy Code Statement of Notifiable Matters". This Statement contains important information on credit reporting, including the credit reporting bodies to which we are likely to disclose your credit-related personal information, your rights in relation to such information (such as rights to access and request corrections) and whether we are likely to disclose such information overseas. We can also provide you with a copy of that statement on request.

If you provide us with personal information about another person (such as an additional account holder), please make sure that you tell that person about this privacy statement.